FIG. 1

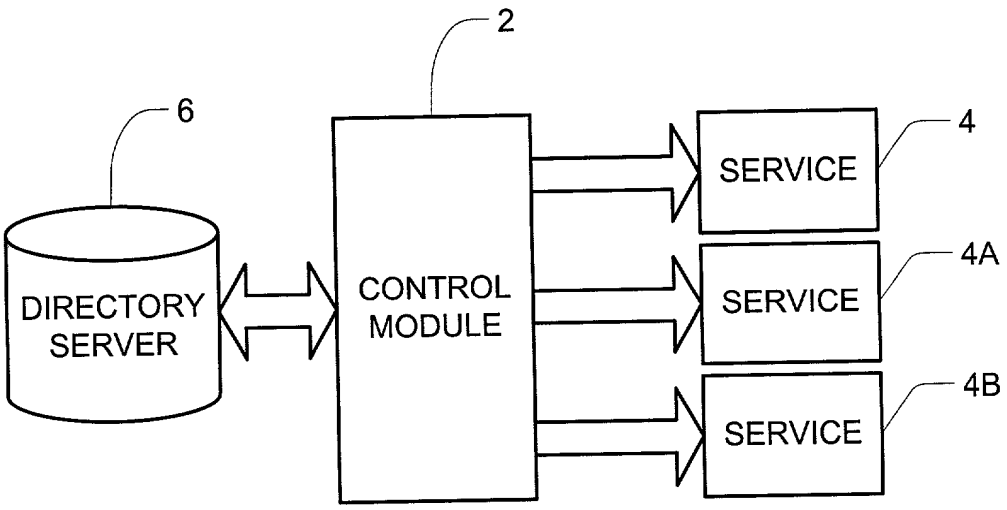

2
6
4
4A
4B
DIRECTORY SERVER
CONTROL MODULE
SERVICE
SERVICE
SERVICE

FIG. 2

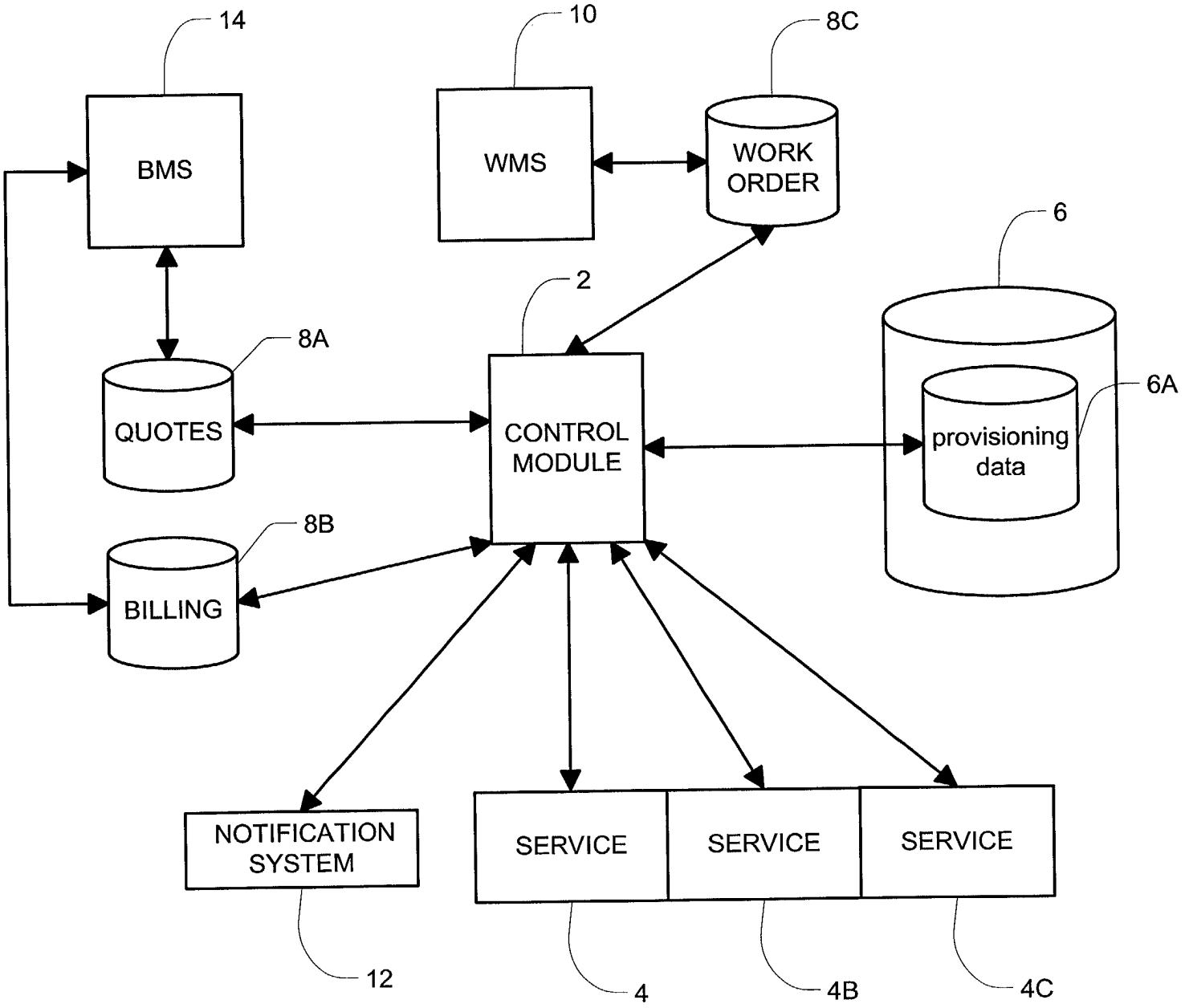

14
BMS
10
WMS
8C
WORK ORDER
6
2
8A
QUOTES
CONTROL MODULE
provisioning data
6A
8B
BILLING
NOTIFICATION SYSTEM
SERVICE
SERVICE
SERVICE
12
4
4B
4C

FIG. 3

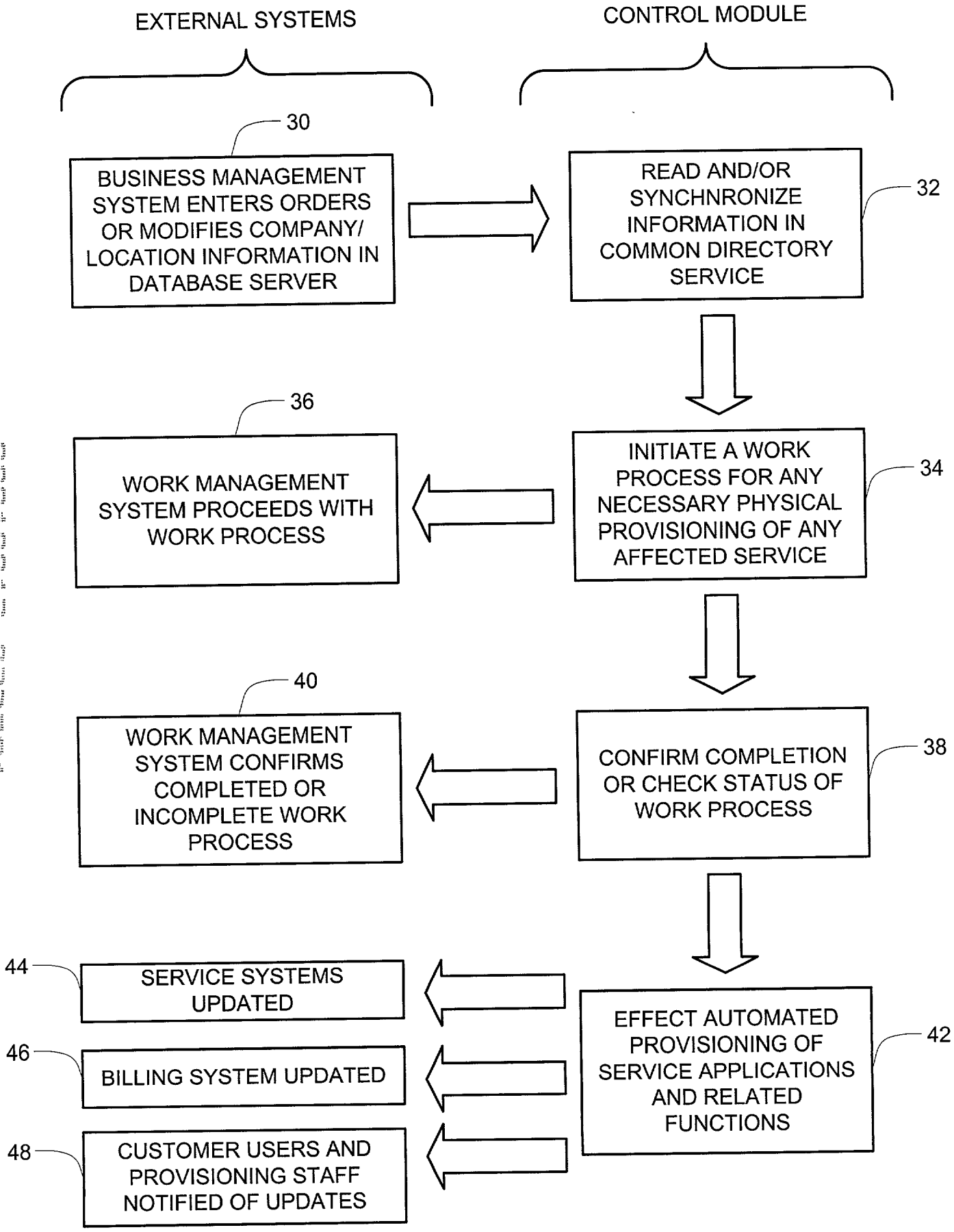

EXTERNAL SYSTEMS
CONTROL MODULE
30
BUSINESS MANAGEMENT SYSTEM ENTERS ORDERS OR MODIFIES COMPANY/ LOCATION INFORMATION IN DATABASE SERVER
READ AND/OR SYNCHNRONIZE INFORMATION IN COMMON DIRECTORY SERVICE
32
36
WORK MANAGEMENT SYSTEM PROCEEDS WITH WORK PROCESS
INITIATE A WORK PROCESS FOR ANY NECESSARY PHYSICAL PROVISIONING OF ANY AFFECTED SERVICE
34
40
WORK MANAGEMENT SYSTEM CONFIRMS COMPLETED OR INCOMPLETE WORK PROCESS
CONFIRM COMPLETION OR CHECK STATUS OF WORK PROCESS
38
44
SERVICE SYSTEMS UPDATED
46
BILLING SYSTEM UPDATED
48
CUSTOMER USERS AND PROVISIONING STAFF NOTIFIED OF UPDATES
EFFECT AUTOMATED PROVISIONING OF SERVICE APPLICATIONS AND RELATED FUNCTIONS
42

FIG. 4

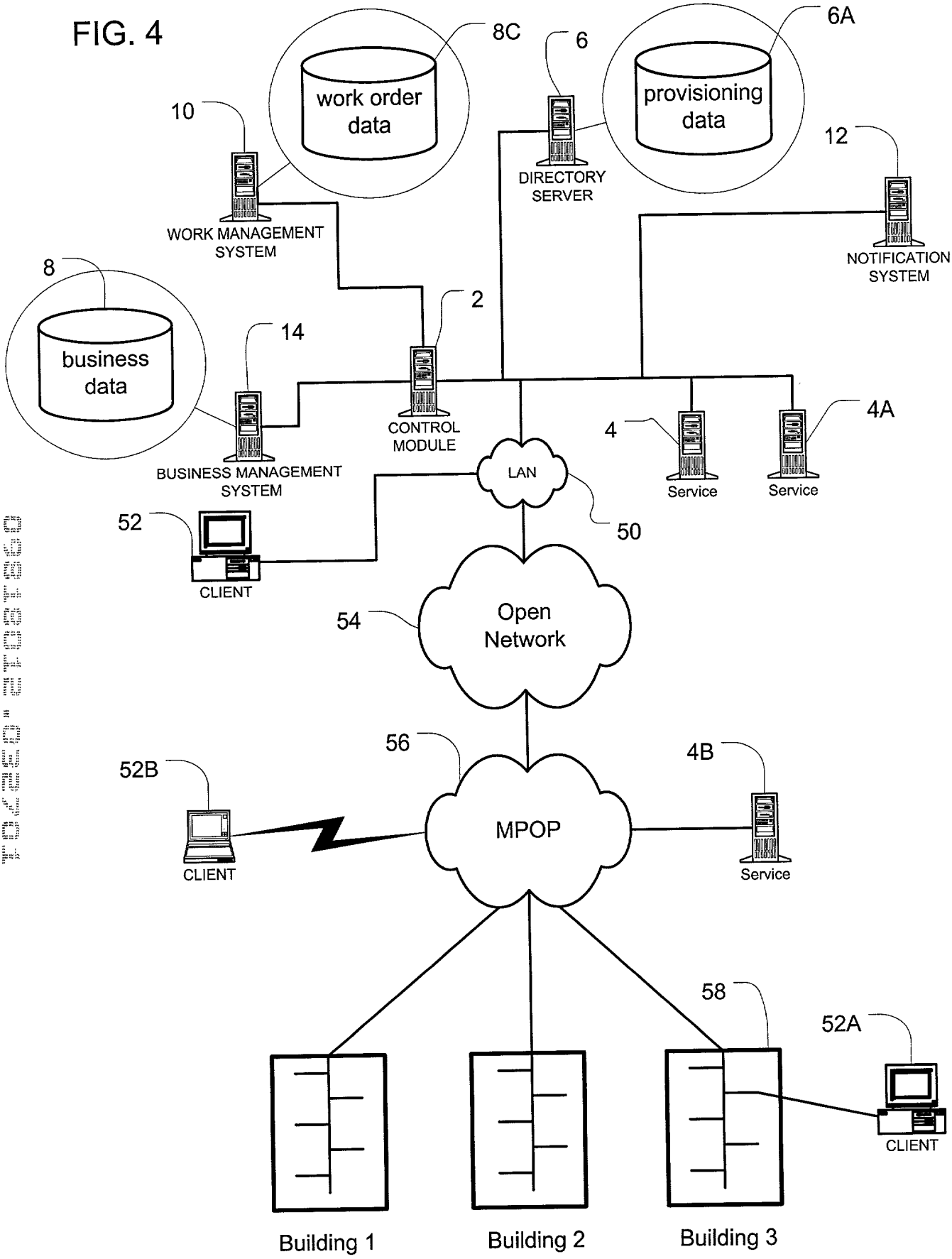

8C
work order data
6
6A
provisioning data
10
DIRECTORY SERVER
12
WORK MANAGEMENT SYSTEM
NOTIFICATION SYSTEM
8
business data
2
14
CONTROL MODULE
4
4A
BUSINESS MANAGEMENT SYSTEM
LAN
Service
Service
52
50
CLIENT
54
Open Network
56
52B
4B
MPOP
CLIENT
Service
58
52A
CLIENT
Building 1
Building 2
Building 3

FIG. 5

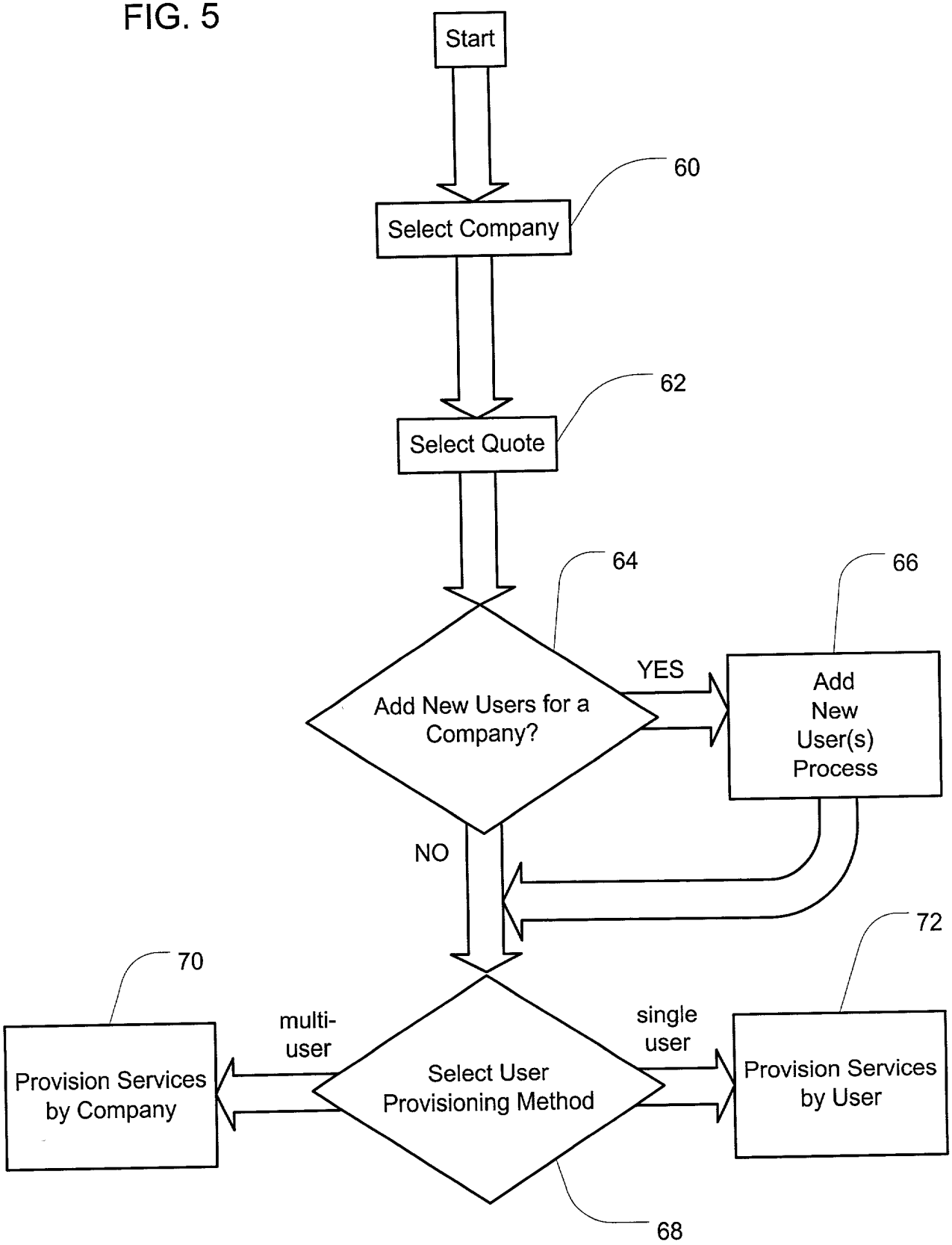

Start
Select Company
60
Select Quote
62
64
66
Add New Users for a Company?
YES
Add New User(s) Process
NO
72
70
multi-user
single user
Provision Services by Company
Select User Provisioning Method
Provision Services by User
68

FIG. 6

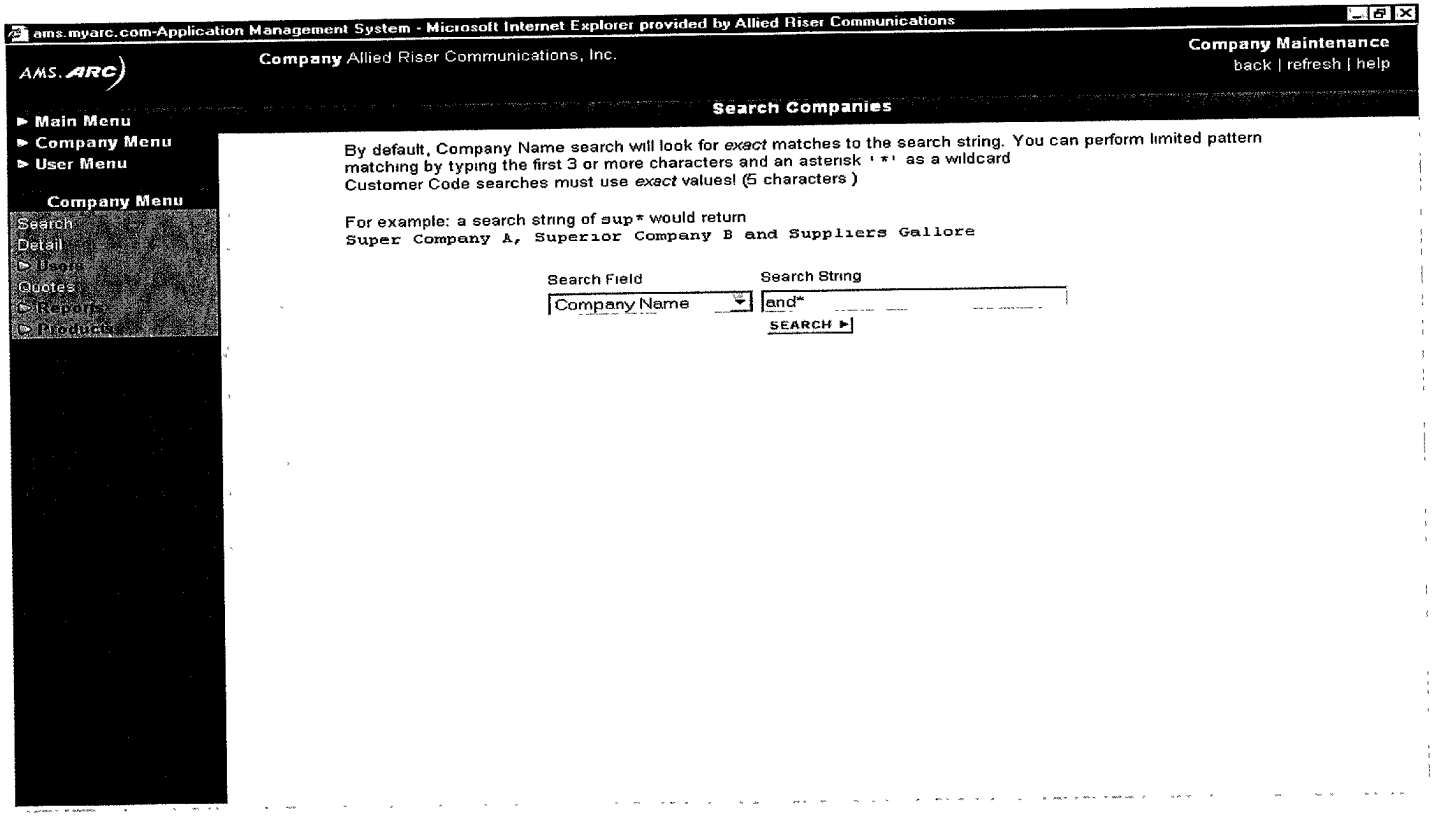

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
AMS.ARC
Company Allied Riser Communications, Inc.
Company Maintenance
back | refresh | help
Main Menu
Company Menu
User Menu
Company Menu
Search
Detail
Users
Quotes
Reports
Products
Search Companies
By default, Company Name search will look for exact matches to the search string. You can perform limited pattern matching by typing the first 3 or more characters and an asterisk '*' as a wildcard
Customer Code searches must use exact values! (5 characters )
For example: a search string of sup* would return
Super Company A, Superior Company B and Suppliers Gallore
Search Field
Search String
Company Name
and*
SEARCH

FIG. 7

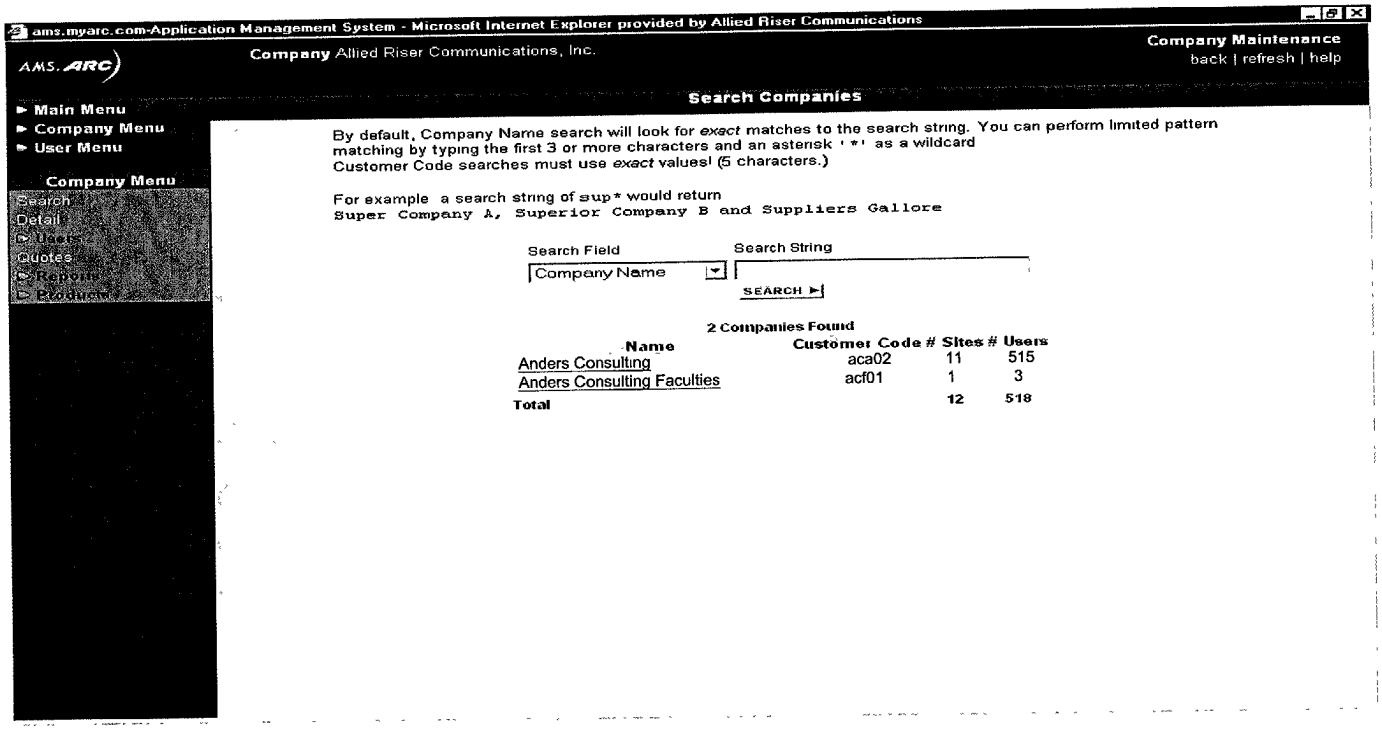

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
AMS.ARC
Company Allied Riser Communications, Inc.
Company Maintenance
back | refresh | help
Main Menu
Company Menu
User Menu
Company Menu
Search
Detail
Tools
Quotes
Reports
Search Companies
By default, Company Name search will look for exact matches to the search string. You can perform limited pattern matching by typing the first 3 or more characters and an asterisk '*' as a wildcard
Customer Code searches must use exact values! (5 characters.)
For example a search string of sup* would return
Super Company A, Superior Company B and Suppliers Gallore
Search Field
Company Name
Search String
SEARCH
2 Companies Found
Name
Customer Code #
Sites #
Users
Anders Consulting
aca02
11
515
Anders Consulting Faculties
acf01
1
3
Total
12
518

FIG. 8

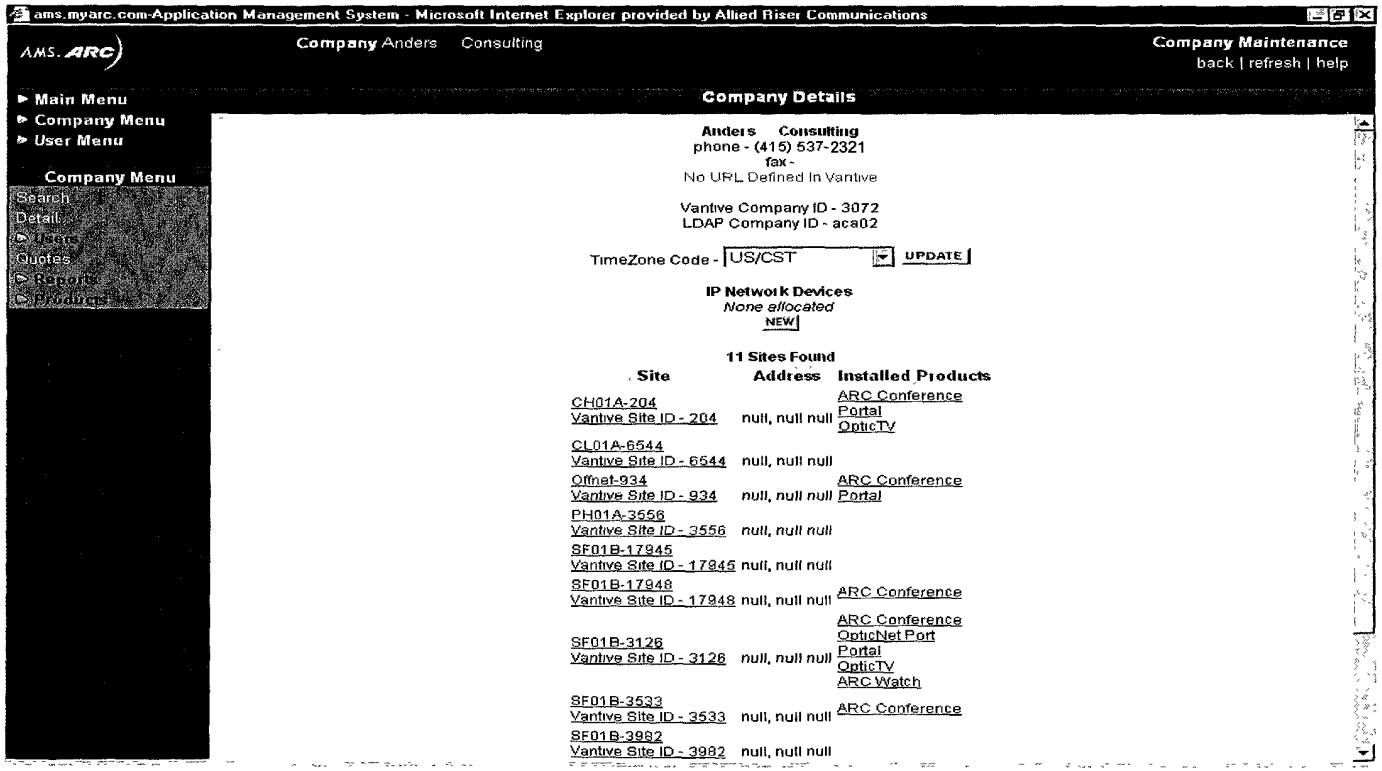

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
AMS. ARC
Company Anders Consulting
Company Maintenance
back | refresh | help
Main Menu
Company Menu
User Menu
Company Menu
Search
Detail
Users
Quotas
Reports
Provisioning
Company Details
Anders Consulting
phone - (415) 537-2321
fax -
No URL Defined In Vantive
Vantive Company ID - 3072
LDAP Company ID - aca02
TimeZone Code - US/CST
UPDATE
IP Network Devices
None allocated
NEW
11 Sites Found
Site
Address
Installed Products
CH01A-204
Vantive Site ID - 204
null, null null
ARC Conference
Portal
OpticTV
CL01A-6544
Vantive Site ID - 6544
null, null null
Offnet-934
Vantive Site ID - 934
null, null null
ARC Conference
Portal
PH01A-3556
Vantive Site ID - 3556
null, null null
SF01B-17945
Vantive Site ID - 17945
null, null null
SF01B-17948
Vantive Site ID - 17948
null, null null
ARC Conference
SF01B-3126
Vantive Site ID - 3126
null, null null
ARC Conference
OpticNet Port
Portal
OpticTV
ARC Watch
SF01B-3533
Vantive Site ID - 3533
null, null null
ARC Conference
SF01B-3982
Vantive Site ID - 3982
null, null null

FIG. 9

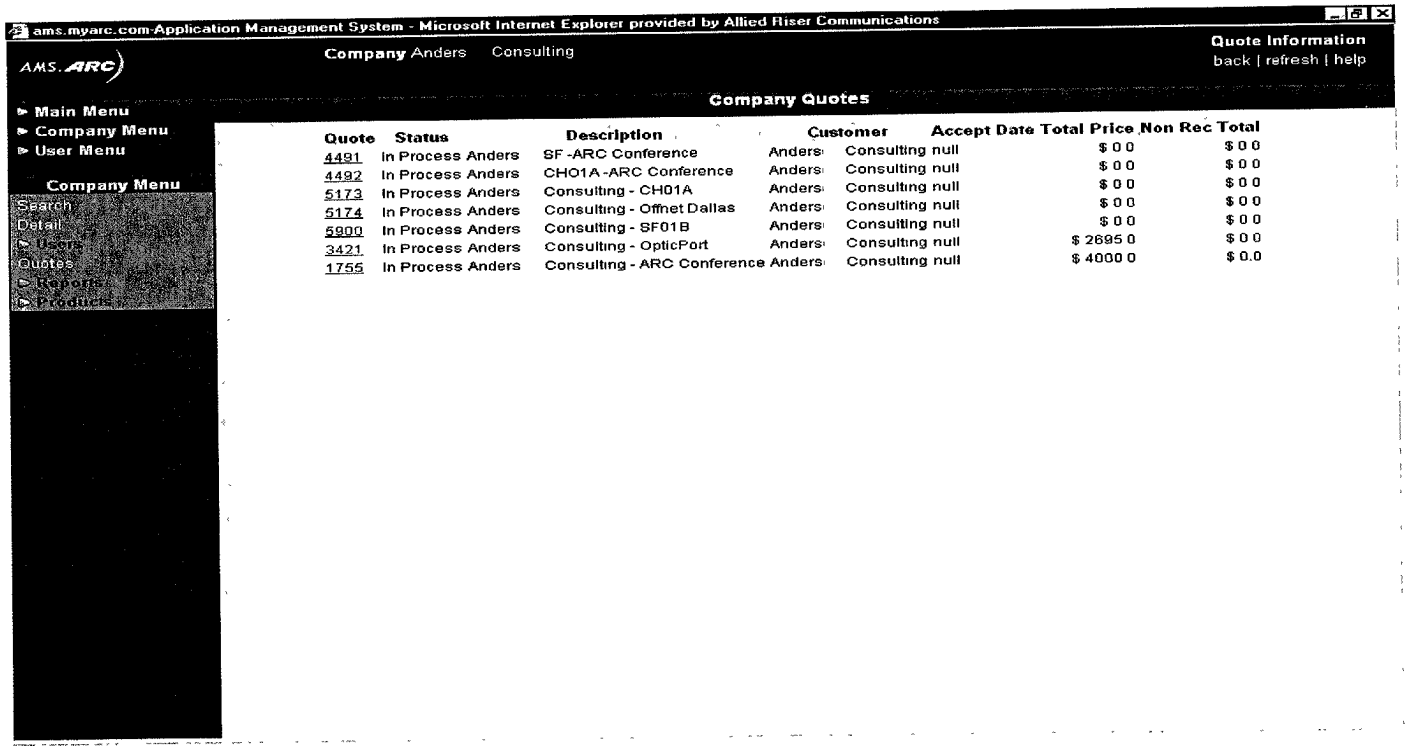

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
AMS.ARC
Company Anders Consulting
Quote Information
back | refresh | help
Main Menu
Company Menu
User Menu
Company Menu
Search
Detail
Users
Quotes
Reports
Products
Company Quotes
Quote Status Description Customer Accept Date Total Price Non Rec Total
4491 In Process Anders SF-ARC Conference Anders Consulting null $0.0 $0.0
4492 In Process Anders CHO1A-ARC Conference Anders Consulting null $0.0 $0.0
5173 In Process Anders Consulting - CH01A Anders Consulting null $0.0 $0.0
5174 In Process Anders Consulting - Offnet Dallas Anders Consulting null $0.0 $0.0
5900 In Process Anders Consulting - SF01B Anders Consulting null $0.0 $0.0
3421 In Process Anders Consulting - OpticPort Anders Consulting null $ 2695.0 $0.0
1755 In Process Anders Consulting - ARC Conference Anders Consulting null $ 4000.0 $0.0

FIG. 10

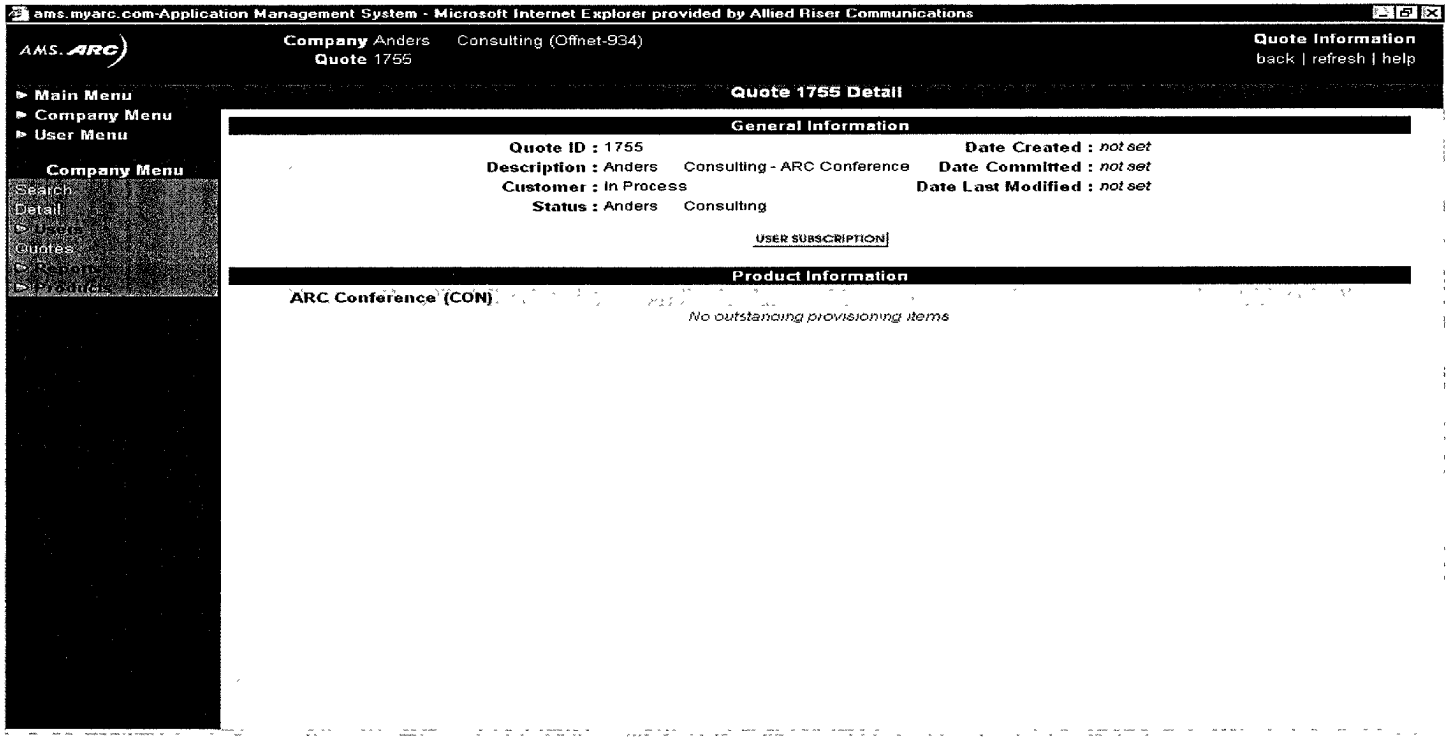

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
AMS.ARC
Company Anders Consulting (Offnet-934)
Quote 1755
Quote Information
back | refresh | help
Main Menu
Company Menu
User Menu
Company Menu
Search
Detail
Quotes
Quote 1755 Detail
General Information
Quote ID : 1755
Description : Anders Consulting - ARC Conference
Customer : In Process
Status : Anders Consulting
Date Created : not set
Date Committed : not set
Date Last Modified : not set
USER SUBSCRIPTION
Product Information
ARC Conference (CON)
No outstanding provisioning items

FIG. 11

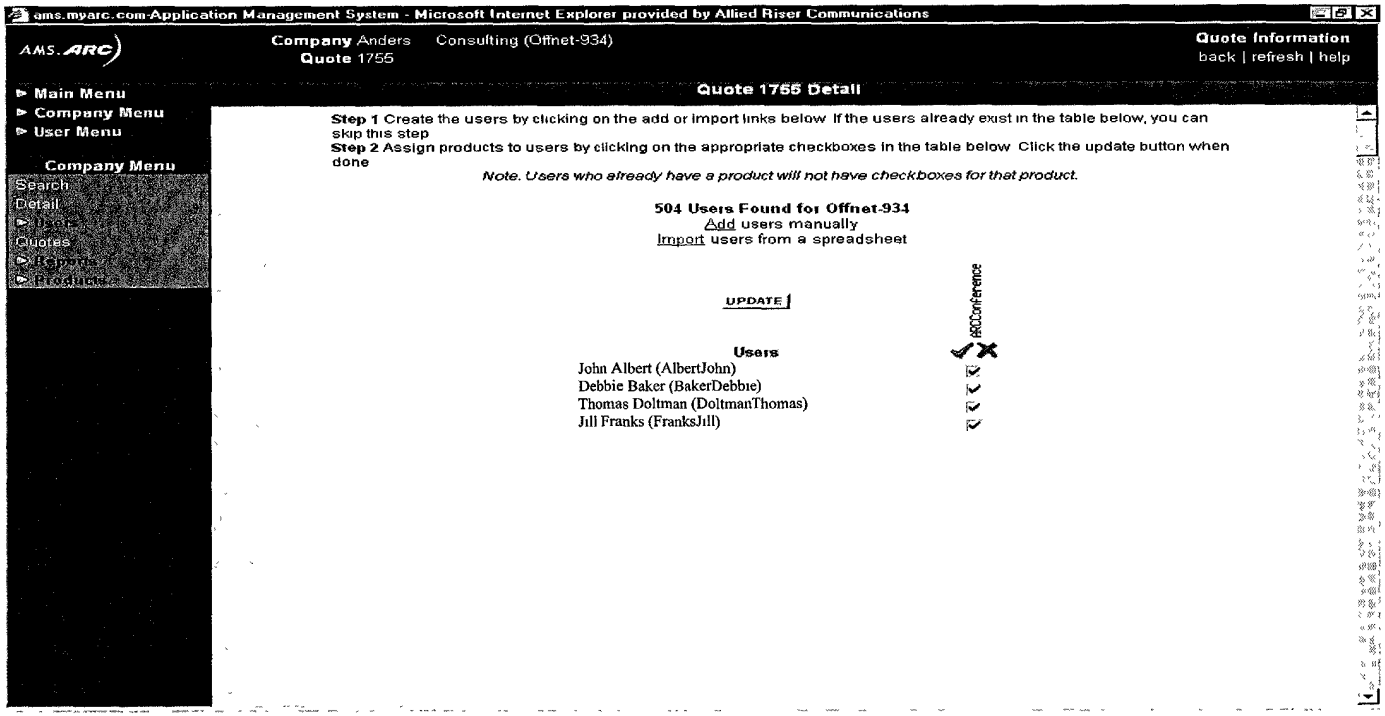

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
AMS.ARC
Company Anders Consulting (Offnet-934)
Quote 1755
Quote Information
back | refresh | help
Main Menu
Company Menu
User Menu
Company Menu
Search
Detail
Quotes
Products
Quote 1755 Detail
Step 1 Create the users by clicking on the add or import links below If the users already exist in the table below, you can skip this step
Step 2 Assign products to users by clicking on the appropriate checkboxes in the table below Click the update button when done
Note. Users who already have a product will not have checkboxes for that product.
504 Users Found for Offnet-934
Add users manually
Import users from a spreadsheet
UPDATE
ARCConference
Users
John Albert (AlbertJohn)
Debbie Baker (BakerDebbie)
Thomas Doltman (DoltmanThomas)
Jill Franks (FranksJill)

FIG. 12

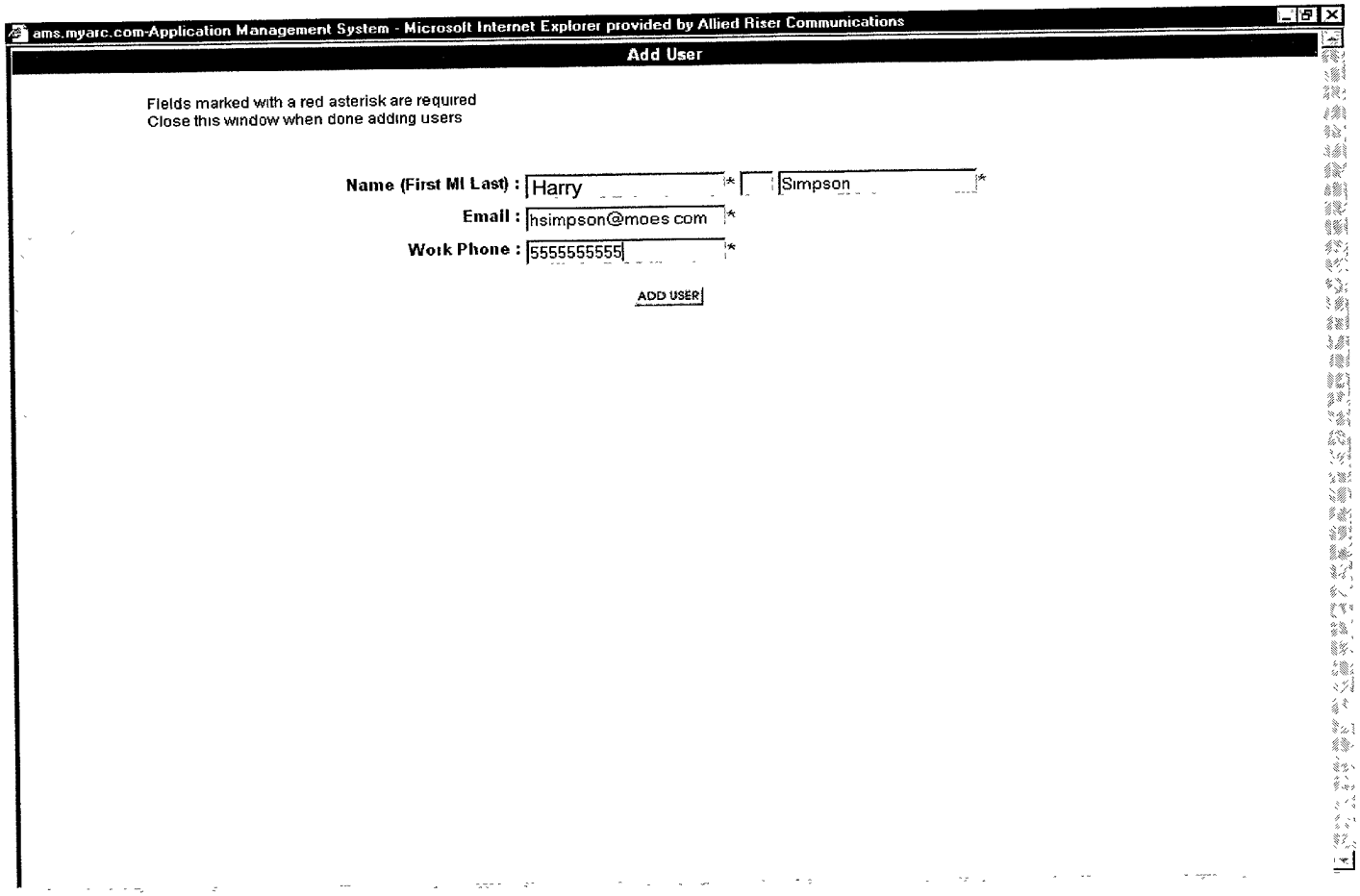

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
Add User
Fields marked with a red asterisk are required
Close this window when done adding users
Name (First MI Last) :
Harry
Simpson
Email :
hsimpson@moes.com
Work Phone :
5555555555
ADD USER

FIG. 13

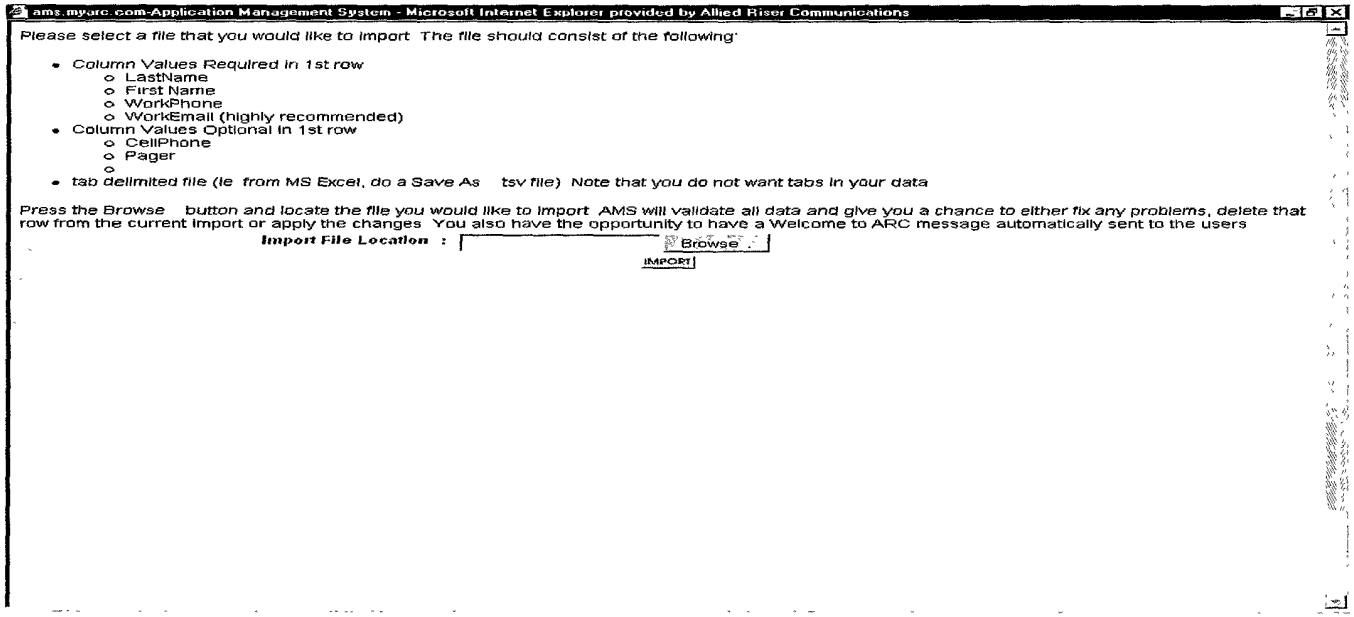

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
Please select a file that you would like to import The file should consist of the following
Column Values Required in 1st row
LastName
First Name
WorkPhone
WorkEmail (highly recommended)
Column Values Optional in 1st row
CellPhone
Pager
tab delimited file (ie from MS Excel, do a Save As tsv file) Note that you do not want tabs in your data
Press the Browse button and locate the file you would like to import AMS will validate all data and give you a chance to either fix any problems, delete that row from the current import or apply the changes You also have the opportunity to have a Welcome to ARC message automatically sent to the users
Import File Location :
Browse...
IMPORT

FIG. 14

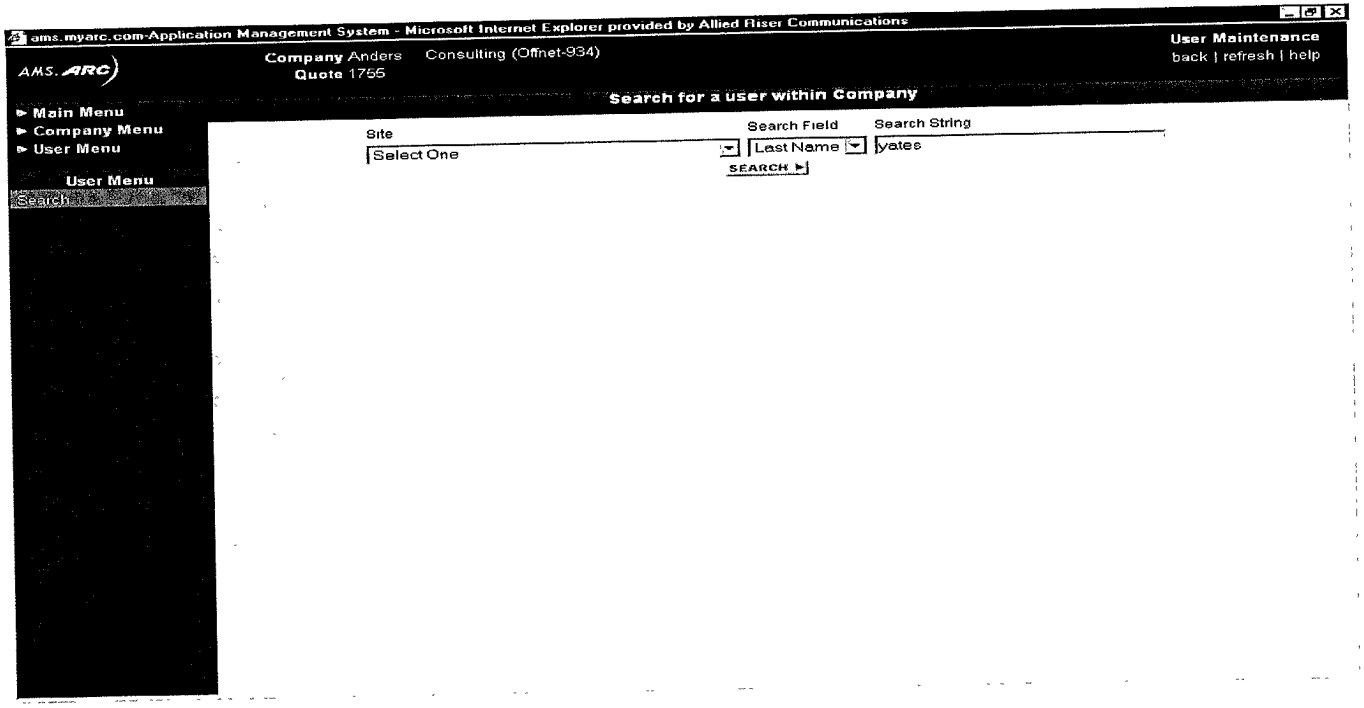

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
AMS. ARC
Company Anders Consulting (Offnet-934)
Quote 1755
User Maintenance
back | refresh | help
Main Menu
Company Menu
User Menu
User Menu
Search
Search for a user within Company
Site
Search Field
Search String
Select One
Last Name
yates
SEARCH

FIG. 15

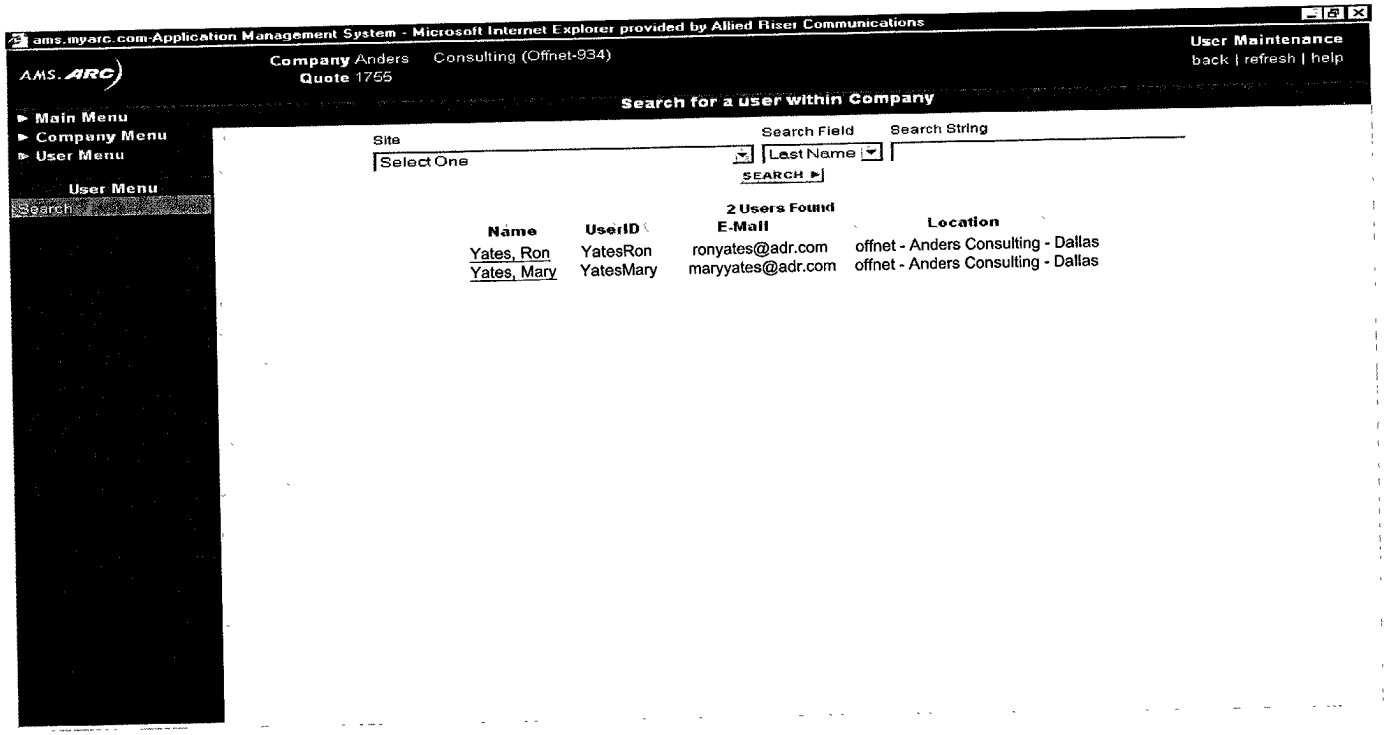

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
AMS.ARC
Company Anders Consulting (Offnet-934)
Quote 1755
User Maintenance
back | refresh | help
Search for a user within Company
Main Menu
Company Menu
User Menu
User Menu
Search
Site
Select One
Search Field
Last Name
Search String
SEARCH
2 Users Found
Name
UserID
E-Mail
Location
Yates, Ron
YatesRon
ronyates@adr.com
offnet - Anders Consulting - Dallas
Yates, Mary
YatesMary
maryyates@adr.com
offnet - Anders Consulting - Dallas

FIG. 16

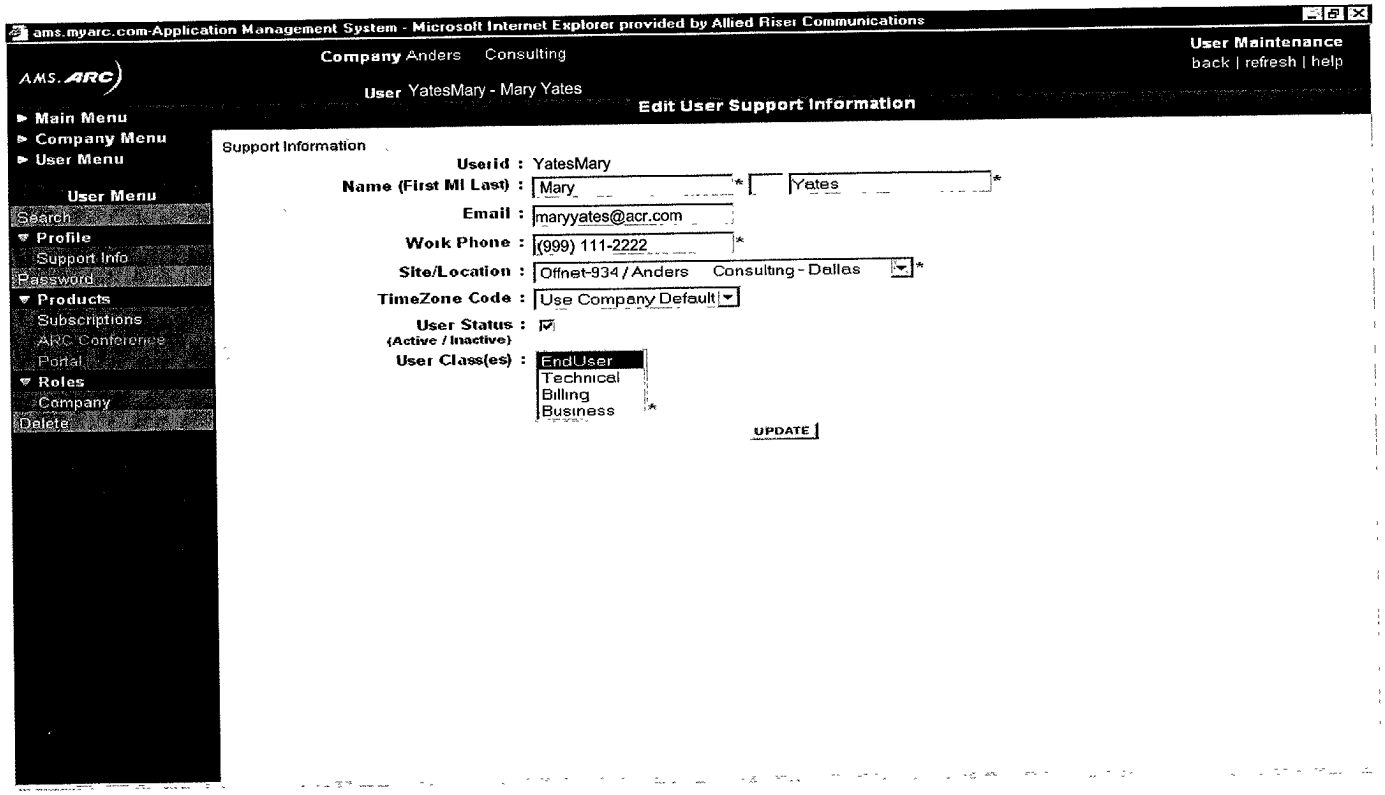

ams.myarc.com-Application Management System - Microsoft Internet Explorer provided by Allied Riser Communications
AMS.ARC
Company Anders Consulting
User YatesMary - Mary Yates
Edit User Support Information
User Maintenance
back | refresh | help
Main Menu
Company Menu
User Menu
User Menu
Search
Profile
Support Info
Password
Products
Subscriptions
ARC Conference
Portal
Roles
Company
Delete
Support Information
Userid : YatesMary
Name (First MI Last) : Mary * Yates *
Email : maryyates@acr.com
Work Phone : (999) 111-2222 *
Site/Location : Offnet-934 / Anders Consulting - Dallas *
TimeZone Code : Use Company Default
User Status : (Active / Inactive)
User Class(es) : EndUser Technical Billing Business *
UPDATE

FIG. 17

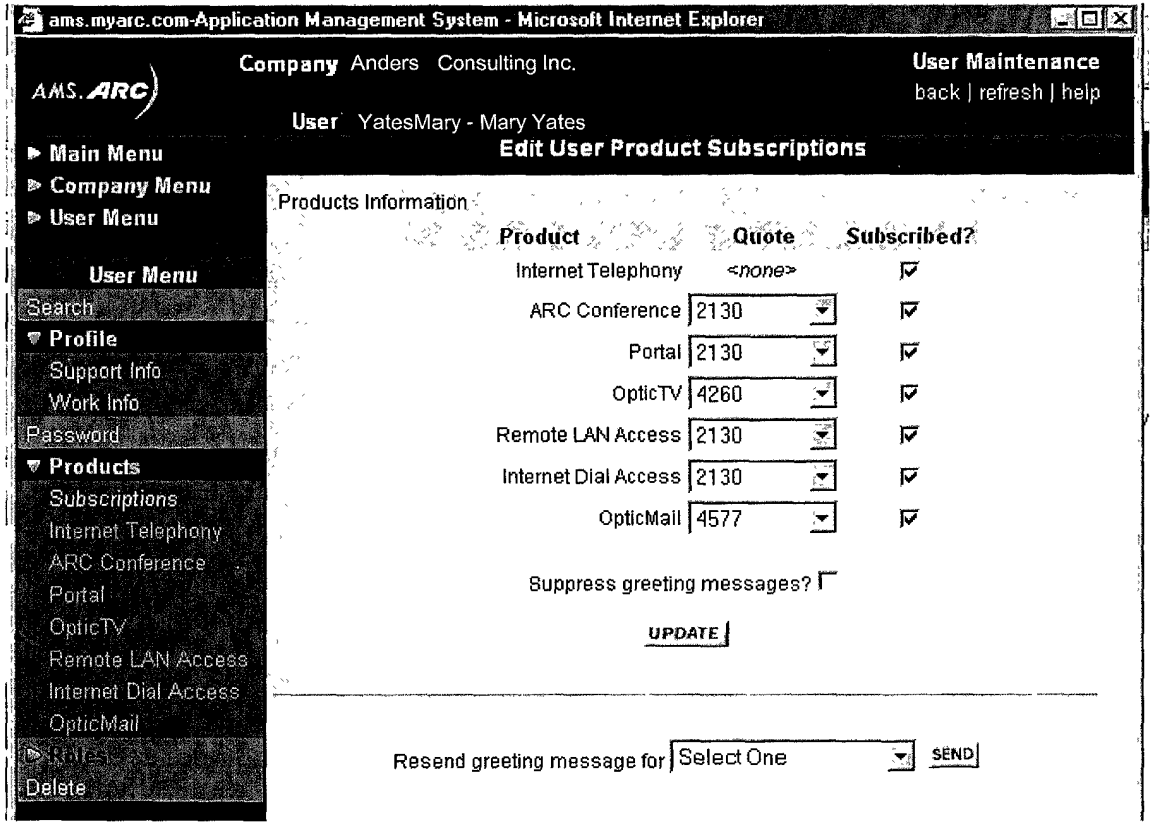

ams.myarc.com-Application Management System - Microsoft Internet Explorer
AMS.ARC
Company Anders Consulting Inc.
User YatesMary - Mary Yates
User Maintenance
back | refresh | help
Main Menu
Company Menu
User Menu
User Menu
Search
Profile
Support Info
Work Info
Password
Products
Subscriptions
Internet Telephony
ARC Conference
Portal
OpticTV
Remote LAN Access
Internet Dial Access
OpticMail
Rules
Delete
Edit User Product Subscriptions
Products Information
Product
Quote
Subscribed?
Internet Telephony <none>
ARC Conference 2130
Portal 2130
OpticTV 4260
Remote LAN Access 2130
Internet Dial Access 2130
OpticMail 4577
Suppress greeting messages?
UPDATE
Resend greeting message for Select One
SEND

FIG. 18

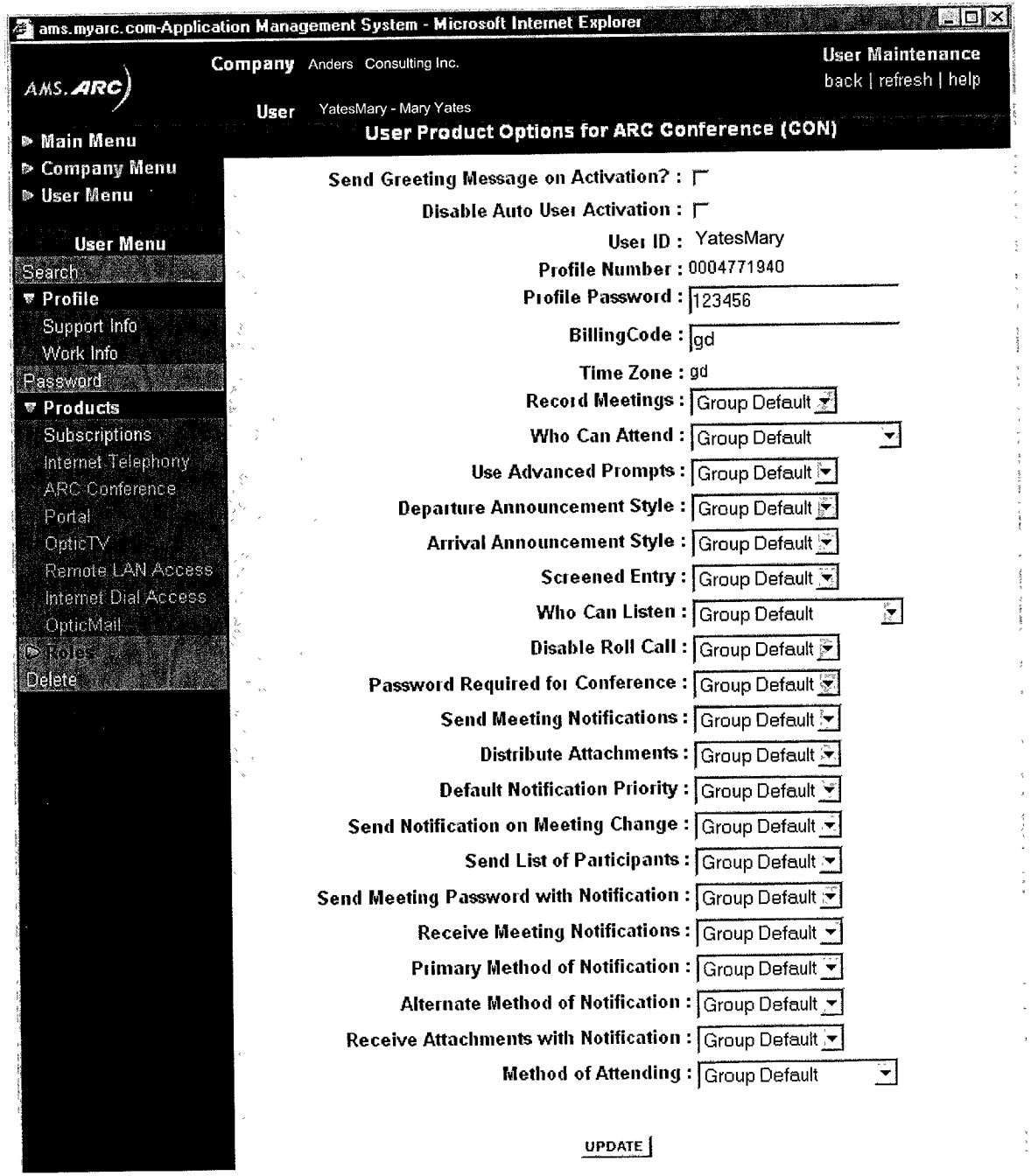
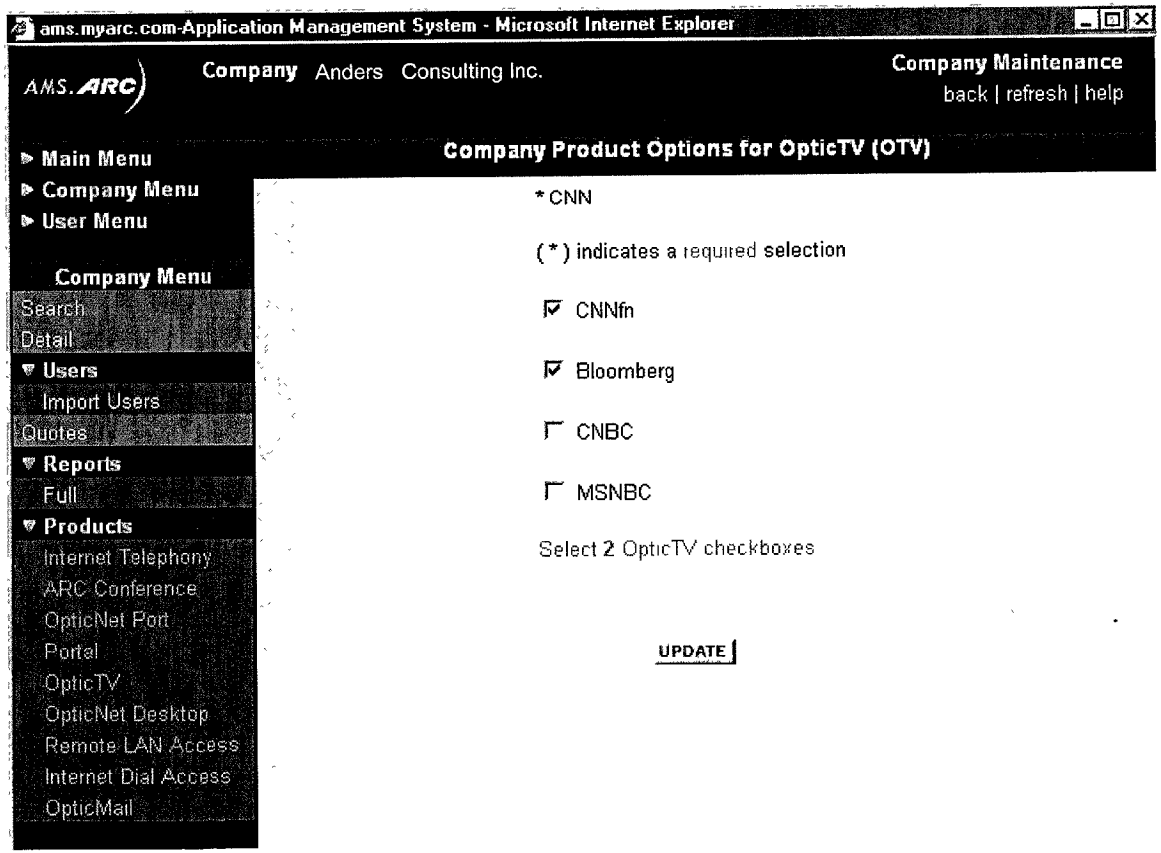

ams.myarc.com-Application Management System - Microsoft Internet Explorer
AMS.ARC
Company Anders Consulting Inc.
User YatesMary - Mary Yates
User Maintenance
back | refresh | help
Main Menu
Company Menu
User Menu
User Menu
Search
Profile
Support Info
Work Info
Password
Products
Subscriptions
Internet Telephony
ARC Conference
Portal
OpticTV
Remote LAN Access
Internet Dial Access
OpticMail
Roles
Delete
User Product Options for ARC Conference (CON)
Send Greeting Message on Activation? :
Disable Auto User Activation :
User ID : YatesMary
Profile Number : 0004771940
Profile Password : 123456
BillingCode : gd
Time Zone : gd
Record Meetings : Group Default
Who Can Attend : Group Default
Use Advanced Prompts : Group Default
Departure Announcement Style : Group Default
Arrival Announcement Style : Group Default
Screened Entry : Group Default
Who Can Listen : Group Default
Disable Roll Call : Group Default
Password Required for Conference : Group Default
Send Meeting Notifications : Group Default
Distribute Attachments : Group Default
Default Notification Priority : Group Default
Send Notification on Meeting Change : Group Default
Send List of Participants : Group Default
Send Meeting Password with Notification : Group Default
Receive Meeting Notifications : Group Default
Primary Method of Notification : Group Default
Alternate Method of Notification : Group Default
Receive Attachments with Notification : Group Default
Method of Attending : Group Default
UPDATE

FIG. 19


ams.myarc.com-Application Management System - Microsoft Internet Explorer
AMS.ARC
Company Anders Consulting Inc.
Company Maintenance
back | refresh | help
Company Product Options for OpticTV (OTV)
Main Menu
Company Menu
User Menu
Company Menu
Search
Detail
Users
Import Users
Quotes
Reports
Full
Products
Internet Telephony
ARC Conference
OpticNet Port
Portal
OpticTV
OpticNet Desktop
Remote LAN Access
Internet Dial Access
OpticMail
* CNN
( * ) indicates a required selection
CNNfn
Bloomberg
CNBC
MSNBC
Select 2 OpticTV checkboxes
UPDATE